

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**STORMWATER BILLING SPECIALIST
ENGINEERING DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs a variety of intermediate skilled technical, clerical and public contact functions through work maintaining City's Stormwater Utility customer records and billing processes. Employee reports to a supervisor, division director or department director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is primarily responsible for assisting stormwater utility staff and customers with maintenance of customer records and work with billing processes by using established guidelines and procedures. Work also involves research of records, processing information, preparing multiple reports, assisting Stormwater Services Manager with Division Budget and assisting and advising other city and customer service staff. Work is performed according to standard procedures, but the employee is expected to use some initiative and independent judgment in accomplishing assigned objectives. Work is performed under limited supervision of a supervisor, division director or department director and is evaluated through observation and review of work completed.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Assists customers with billing questions, complaints, and requests for service.

Performs upkeep, corrections and general maintenance of the customer records database, including creation, close-out and editing customer records.

Completes account troubling shooting and appeals tasks by performing database, document, records, field and other research, analyzing information and determining solution.

Utilizes databases and other tools to prepare, analyze, summarize findings and coordinate actions to be taken for a number of reports including but not limited to; account appeal status reports, return-to-sender reports, re-bill reports, unbilled reports, collection and delinquency reports and outstanding accounts reports.

Updates Stormwater Utility revenue reports and assists with balancing against expenditures to assure compliance with Business Plan Goals.

Coordinates with other staff to assure supplies and other items such as bill stock is available for billing process.

Communicates with other Stormwater Utility Staff, Customer Service Staff and other City Staff to ensure work tasks are completed efficiently.

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ESSENTIAL JOB FUNCTIONS CONTINUED.

Prepares and mails correspondence to customers.

Processes applications and other various documents

Utilizes computerized data entry equipment to enter, update, store and/or retrieve information as requested or otherwise necessary; summarizes data in preparation of standardized reports.

Establishes and maintains a variety of tangible files, filing and retrieving information as requested or otherwise necessary.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Working knowledge of basic accounting methods.

Working knowledge of modern office practices and of forms and machines used in the preparation of office records.

Basic knowledge of GIS computer applications and willingness to learn application.

Skill in using common office machines, including popular computer-driven word processing, database, spreadsheet and file maintenance programs.

Skill in using World Wide Web and Internet applications for research.

Skill and accuracy in typing and database entry.

Skill in summarizing and reporting on information

Ability to exercise attention to detail in performing assigned tasks.

Ability to maintain effective files, records and reports.

Ability to analyze data and determine accurate response.

Ability to deal tactfully and courteously with the general public in explaining policies and procedures.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Associate's degree in business administration, accounting or a related field and 2 to 3 years of database records maintenance and customer service experience or related experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

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COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 13
Non-Exempt